Medical Home Learning Collaborative

FY20, Q1

October 8, 2019

Housekeeping

- All lines are in listen only mode
  - To speak, click the raise hand icon and the organizer will unmute your line
- If your computer does not have a mic, please use the phone for audio (phone is preferred)
  - Dial audio pin to enable audio
- Use the Question box to:
  - Communicate with organizers
  - Ask the speaker a question
  - Get help with technical difficulties
- Today's call will be recorded
- Agenda and PDF of slides are available in the Handouts section

Agenda

1. Welcome & Housekeeping
2. Thinking Differently About Person-Centered Planning by Anntionete Morgan
3. CSHCN Systems Development Group Updates
4. Upcoming Events
5. Other Member Updates and Events
6. Health Equity
7. Funding Opportunities
8. Resources
9. Adjourn

Thinking Differently About Person-Centered Planning

Anntionete Morgan, LMSW-IPR

Person-Centered Practices Specialist

Policy and Program Development

Medicaid and CHIP Services

Health and Human Services Commission

TEXAS
Health and Human Services | Texas Department of State Health Services

Thinking Differently About Person-Centered Planning

Anntionete Morgan, LMSW-IPR, CPCTT

Person-Centered Practices Specialist

Person-Centered Practices

- **Person-centered thinking** is a foundational principle—requiring consistency in language, values and actions—that reveals respect, views the person and their loved ones as experts in their own lives, and equally emphasizes quality of life, wellbeing, and informed choice.

- **Person-centered planning** is a methodology that identifies and addresses the preferences and interests that make up a desired life and the supports (paid and unpaid) needed to achieve it. It is directed by the person, and it is supported by others selected by the person.

- **Person-centered practice** are the alignment of services and systems to ensure the person has access to the full benefits of community living and to deliver services in a way that facilitates the achievement of the person's desired outcomes.

https://acl.gov/sites/default/files/news%202019-01/NCAPPS_Flyer_FINAL_0.PDF

TEXAS
Health and Human Services

Dispelling Myths–The Old Reputation of PC Planning

- Person-centered planning requires long meetings

- Using first person in a treatment or care plan makes it person-centered

- Person-centered planning only addresses the "fluff", the soft goals not the tough stuff (issues of health and safety).

- The team develops a person-centered planning plan once, and then it's done

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Dispelling Myths– The Old Reputation of PC Planning

- A facilitator must be graphically gifted to develop a person-centered plan

- Person-centered planning is fantasy, unrealistic goals that have no place in publicly funded service systems.

In fact it is a set of simple, respectful, easily communicated ways to address quality of life and health and safety goals together…

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Person-Centered Thinking

- Basic point of reference is what matters most to the person, not to you as the professional

- Everyone has value, and deserves engagement that is dignified and respectful, no matter what their condition

- Underlying belief that the person's life provides the context that must be the basis of planning

- The person is the expert in their own life

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

The Integration of PC Planning & Thinking

Person-centered planning, without person-centered thinking throughout the system, results in better paper or files, but not necessarily better lives.

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

A Few Differences About Person-Centered Planning

- Setting and circumstances matter

- Sequence matters
  - Talk about preferences and values FIRST

- Building on gifts and talents and natural support is different from fixing what is wrong and starting with the premise that professional support is best

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

A Few Differences About Person-Centered Planning

- The degree of effort invested in planning is equal to the degree of support requested

- **Nothing about me without me**, and…

- Friends and families and those who love us and know us best can be equally as important as professional care givers in the plan development process, but participant selection is confirmed by the person who requires support.

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

It Begins With Learning How People Want to Live Their Life: What's Important TO

What is important _to_ a person includes what results in feeling <u>satisfied</u>, <u>content</u>, <u>comforted,</u> <u>fulfilled</u>, and <u>happy</u>.

- Relationships (people to be with)
- Status and control (valued role)
- Rituals & routines (cultural and personal)
- Rhythm or pace of life
- Things to do and places to go (something to look forward to)
- Things to have

14

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Within That Context, Important FOR is Addressed

What others see as necessary to help the person

- Be valued (social rules, laws)

- Be a contributing member of their community (citizenship)

Issues of health

- Prevention of illness

- Treatment of illness/medical conditions

- Promotion of wellness (diet, exercise, sobriety)

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Within That Context, Important FOR is Addressed

Issues of safety

• Environment

• Well being (physical and emotional)

• Free from fear (threats, abuse)

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Person-Centered Planning is Not Either/Or

Good person-centered planning that is well implemented eliminates many behavioral challenges and diminishes risk, especially when linked with positive interventions.

Those who write and implement plans must avoid the trap of "either/or" that is: **happy _or_ safe**.

An effective person centered plan assures BOTH/AND **Both happy _and_ safe**

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Health & Safety Dictate Lifestyle

All Choice /No Responsibility

Either / Or approach to planning

Important To

Important For

Important For

Important To

- **Health & Safety**
- **Valued Social Roles**

- **People**
- **Status &Control**
- **Things To Do**
- **Routines**

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Effective Person-Centered Planning Describes the Balance

Important For

- **Health & Safety**
- **Valued Social Role**

Important To

- **People**
- **Status & Control**
- **Things To Do**
- **Routines**

Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

Learning about Support
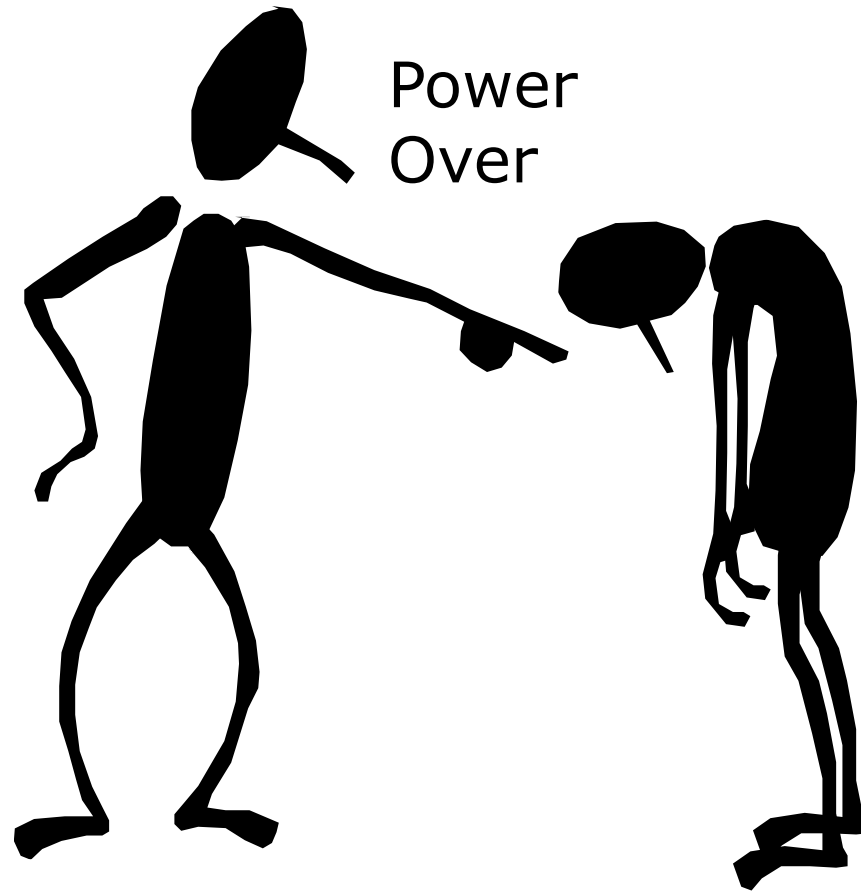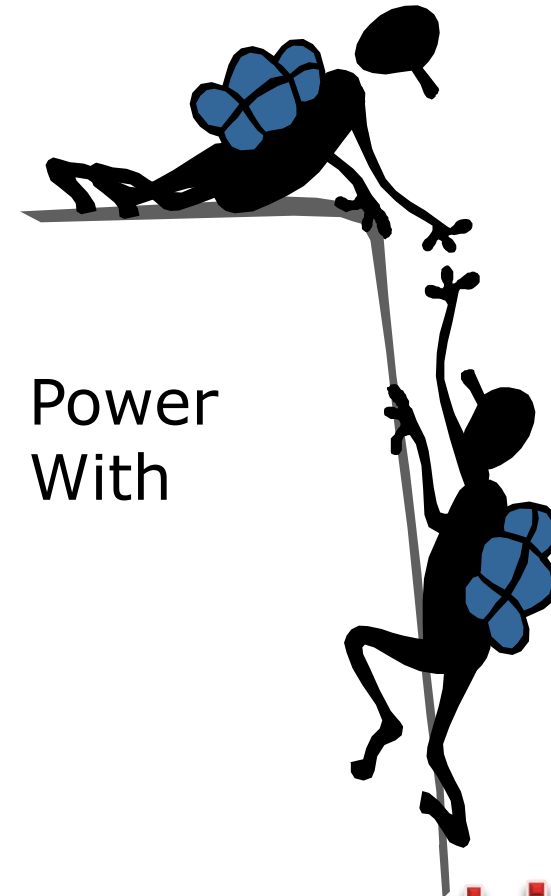
Power
Over

Power
With

Fixing vs. Supporting

Person-Centered Planning

- HCBS settings rule requires all HCBS to be delivered through a person-centered service planning framework.

- While the state has until 2021 to transition into compliance; Community First Choice and HCBS Adult Mental Health had to be compliant upon rollout.

- https://www.federalregister.gov/articles/2014/01/16/2014-00487/medicaid-program-state-plan-home-and-community-based-services-5-year-period-for-waivers-provider

- http://www.hhsc.state.tx.us/medicaid/hcbs/index.shtml

What is Person-Centered Planning?

- Person-centered planning is a process by which the person, with assistance, identifies and documents their preferences, strengths, and needs in order to develop short-term objectives and action steps to ensure their personal outcomes are achieved within the most integrated setting by using identified supports and services.

- This is a living definition and may continue to evolve.

Person-Centered Planning

- Involves what is important to the person in addition to what is important for the person

- Focus is on the person's individual life choices, dreams and aspirations

- Touches on non-clinical areas including relationships, community life inclusion, competitive employment, finances, wellness, education and other areas, to the same degree of access as individuals not receiving HCBS

Seven Components of Person-Centered Planning

Strengths

Needs

Supports

Services

Action Steps & Short-term Objectives

Monitoring & Measurement

Person's Preferences & Outcomes

7 Questions you should be able to Answer for each Person you Support

1. What is important to the person?

2. What is important for the person?

3. Is the connection between important to and for addressed?

4. Is there a "good" balance between important to and important for?

5. What does the person want to learn, what do we need to learn?

If the person is to get the balance described and we are to learn:

6. What needs to stay the same (be maintained or enhanced)?

7. What needs to change?

Grey's Anatomy

I Always Feel Like Somebody's Watchin' Me

Season 6 Episode 3

Outcomes

Personal

People Who Choose Personal Outcomes

- Chose their outcomes
- Choose where and with whom they live and share a room
- Choose where they work
- Have intimate relationships
- Become satisfied with services
- Are satisfied with their life situations
- Choose their daily routine

People Who Choose Personal Outcomes

- Have time, space and opportunity for privacy
- Decide when to share their personal information
- Choose to use their environments
- Choose services they want
- Realize when their personal outcomes are met
- Become connected to natural support networks
- Are as safe as others

Our Life

- Everyone identifies their preferences and outcomes

- We all want to have a good life

- We define what makes our life a good life

- We all want our lives moving towards a good life where we all feel as though we are valued members of our community

- We all want to have status and positive control over our lives that are rich with relationships so we have people to go and do the things we enjoy and explore new things at a pace we choose within our own rituals or routines

Implementation of Person Centered Practices is:

A Promise to listen

- To listen to what is being said and to what is meant by what is being said

- To keep listening

A Promise to act on what we hear

- To always find something that we can do today or tomorrow

- To keep acting on what we hear

Implementation of Person Centered Practices is:

A Promise to be honest

- To let people know when what they are telling us will take time

- When we do not know how to help them get what they are asking for

- When what the person is telling us is in conflict with staying healthy or safe and we can't find a good balance between important to and important for

See Me

Shelbi Davenport, The Learning Community for Person Centered Practices, Texas People Planning Together- Peer to Peer Trainer, says it is important that you:

"See Me:

Seating-every seat matters

Eye Contact-include me

Excitement-for all attendees

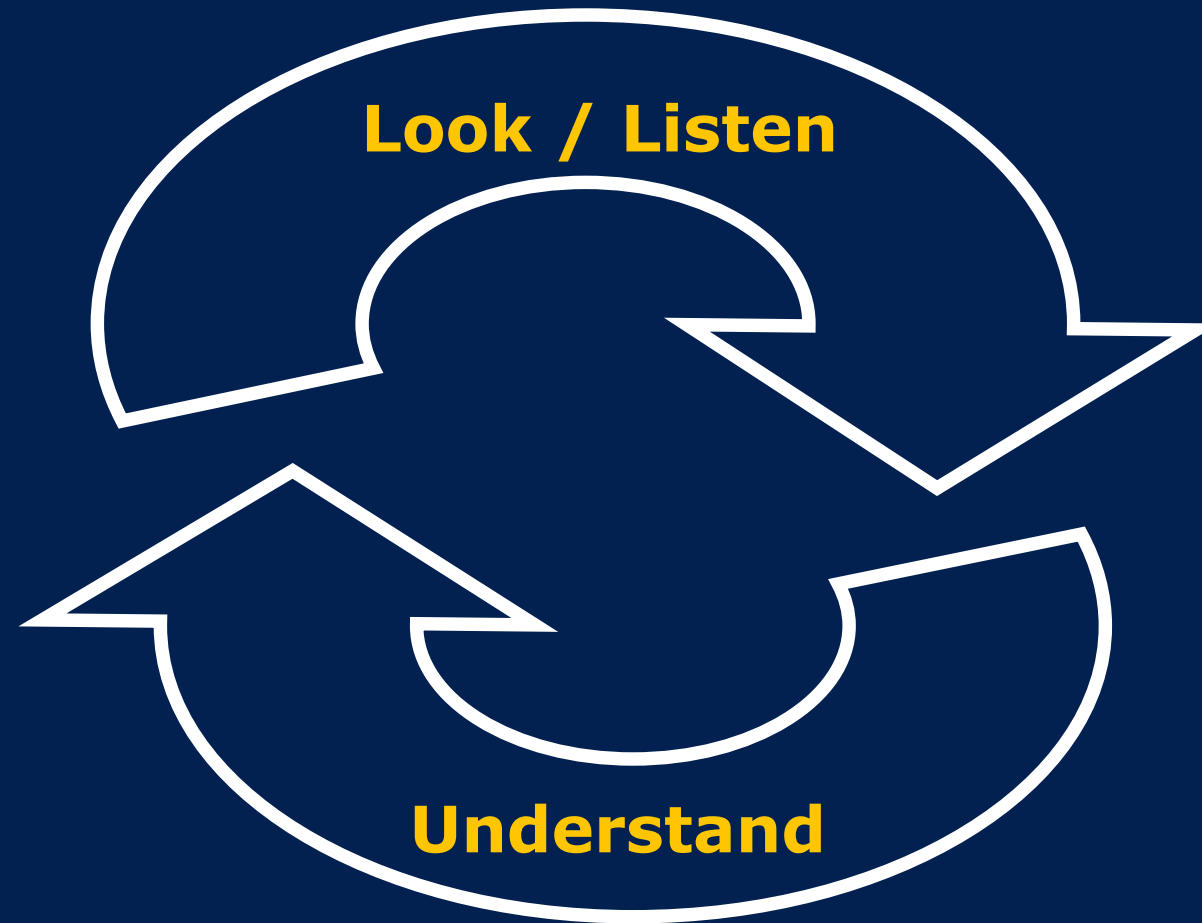**M**eaningful Questions-ask me

End—with praise – Thank you's"

What you see / hear depends on what you are looking / listening for

Look / Listen

Understand

In Summary

Learning Wheel

What needs to stay the same?
What needs to change?

Person Centered Description

Action Planning

PCT SKILLS

Implementation & Learning
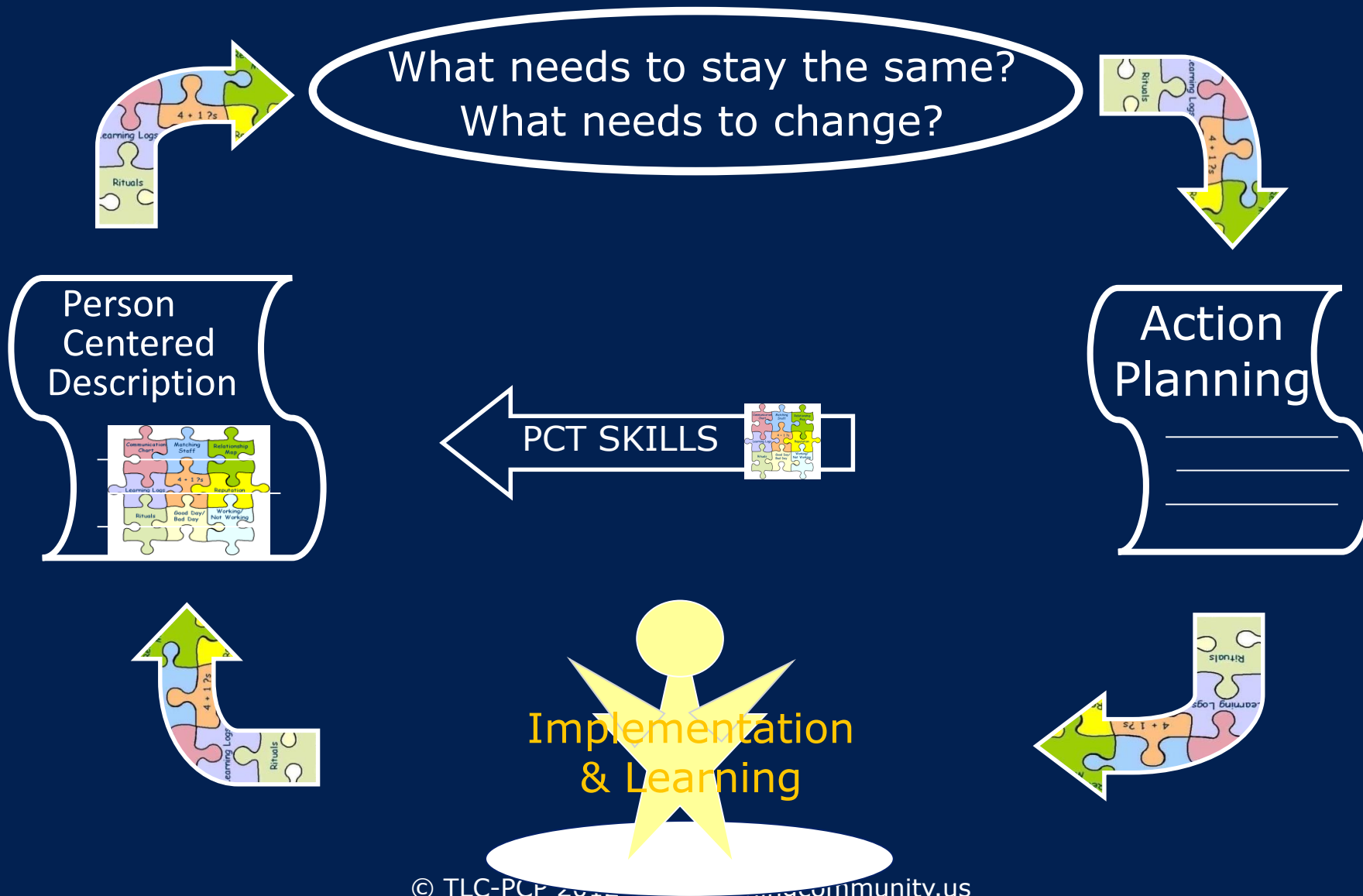
Resources National & Texas

- Importance of the Environment – Article discussing toxic to healing http://www.learningcommunity.us/pcthinking.htm
- National Community of Practice Supporting Families Across the Life www.CourseLifecoursetools.com
- Supporting Families of individuals with intellectual & developmental disabilities http://supportstofamilies.org/
- Charting the LifeCourse Experiences and Questions Booklet http://www.lifecoursetools.com/wp-content/uploads/LC-EXPERIENCES-BOOKLET-updated-9-2016.pdf
- HHS Person-Centered Planning https://hhs.texas.gov/services/disability/person-centered-planning
- HHS Learning Portal https://learningportal.dfps.state.tx.us/course/index.php?categoryid=7
- National Center on Advancing Person-Centered Practices and Systems https://acl.gov/sites/default/files/news%202019-01/NCAPPS_Flyer_FINAL_0.PDF

Thank You!

Anntionte Morgan, LMSW-IPR, CPCTT, Person Centered Practices Specialist/ 512-241-9639

Anntionete.Morgan@hhsc.state.tx.us

CSHCN Systems Development Group Updates

Title V 5-Year Needs Assessment - Surveys

- CSHCN Survey – parents/caregivers of CSHCN and young adults with SHCN ages 18-26 who are Texas residents are eligible
  - Parent/caregiver survey available in English and Spanish
  - Young Adult survey available in English and Spanish

- Community Survey – Texas residents ages 18 and older
  - Seeks input from Texas residents about their health needs and experiences
  - Survey available in English and Spanish

Survey findings will guide Title V programming for the next 5 years
Surveys close on **November 1, 2019**

Title V 5-Year Needs Assessment – Focus Groups

- Maternal and Child Health is hosting 28 focus groups throughout Texas
  - 6 types of focus groups including CSHCN parent group and CSHCN provider group (* flyer available for these locations)

Upcoming Focus Groups	
10/8 – San Antonio*	10/28 – Beaumont
10/11 – Bryan*	10/29 – Bay City*
10/14 – Clifton*	11/4 – Houston*
10/14 – Brownsville*	11/7 – Clarkesville*
10/15 – Laredo*	11/8 – El Paso*
10/24 – Benjamin*	11/12 – Dumas*
10/25 – Friona*	11/13 – Dalhart*
10/25 – Waxahachie*	11/18 – Livingston

Program Brochures

- New resource order form: https://bit.ly/2jYgQDs

- Use form to order the following program resources:

  - For families (English and Spanish)
    - Every Child Deserves a Medical Home: A Guide for Families
    - What is Health Care Transition? A Guide for Youth and Families

  - For providers (English)
    - What is a Medical Home?
    - What is Transition?
    - Health Care Transition Resource Guide for Providers

  - For both (English and Spanish)
    - A Guide to Community Inclusion

Upcoming Events

- Healthier Texas Summit
  - October 17-18 in Austin

- South Texas Parent Conference
  - October 19 in San Juan

- 20th Annual Chronic Illness and Disability Conference: Transition from Pediatric to Adult-Based Care
  - October 24-25 in Houston

- 19th Annual Partners in Prevention Conference
  - November 5-7 in Austin

Broadcast Sites

- The conference will be broadcast online at broadcast sites at the following times
  - Oct. 24 → 8 am – 12:15 pm and 1:15 pm – 4:10 pm CST
  - Oct. 25 → 8 am – 11:45 am and 1 pm – 4 pm CST

- Complete the registration form in the Handouts section of the webinar if your organization is interested in being a broadcast site

  - Deadline to register is October 16

- DSHS will serve as a broadcast site in Austin

  - To register for the DSHS broadcast site or learn more, email CSHCNSDG@dshs.texas.gov

Other Member Updates and Upcoming Events

TEXAS
Health and Human
Services

Texas Department of State
Health Services

Health Equity

- Texas System of Care
  - Cultural and Linguistic Competence (CLC) Podcast series
    - [African American Communities](#) – Episode 4 was just posted
    - [Persons Living with Disabilities](#) series and [Latino Communities](#) series are also available

- National Institute for Children's Health Quality (NICHQ)
  - Moving the Needle on Health Equity: Two Experts Share Successful Programs and Lessons Learned – [view recording](#)
  - [Implicit Bias Resource Guide](#) – includes steps individuals can take to minimize their own implicit bias

Funding Opportunities

- [Substance Use Disorder in People with IDD](#) – issued by the Texas Council for Development Disabilities (TCDD)
  - Funding: up to $125,000 for one project for up to one year
  - Proposals due by 5 pm CT on Nov. 15, 2019

- [Complex Mental Health Needs and People with IDD](#) – issued by TCDD
  - Funding: ranges from $25,000 – $300,000 per year, per project for up to 5 years;   TCDD may award multiple projects
  - Proposals due by 5 pm CT on Dec. 6, 2019

Funding Opportunities (cont.)

- [Christopher and Dana Reeve Foundation Quality of Life grants](#)
  - Direct Effect Quality of Life grants – up to $25K of funding for projects/activities that will impact individuals living with paralysis and their families; 1 funding tier (Tier 1)
  - High Impact Priority Quality of Life grants – fund high priority issues for individuals living with paralysis; 3 funding tiers
    - Tier 2 – 10 grants of $30K for projects related to transportation, respite/caregiving, and disaster preparedness
    - Additional tiers for nursing home transition and employment funding
  - Fall 2019 cycle – Application due 10/22/19
  - Spring 2020 cycle – Application due 3/16/20

Disability Employment Awareness Month

- Theme this year: The Right Talent, Right Now – from U.S. Dept. of Labor

- Respectability.org webinars
  - Structuring the Workplace for Long-Term Success: Oct. 9, 12:30 – 2 pm CT
  - Disability Inclusion, Assimilation, and Success: Oct. 16, 12:30 – 2 pm CT
  - Iowa Vocational Rehab's Stories of Successful Business Engagement and Disability Hiring: Oct. 22, 12:30 – 2 pm CT
  - To learn more and register for a webinar, visit respectability.org/category/events/

- Office of Disability Employment Policy – Resources to celebrate the month

2019 Disability Employment Awareness Month Poster

- The Governor's Committee on People with Disabilities has a [poster contest](#) every year

- Maegan Bacigalupo is this year's winner

- *Colors* is influenced by her experiences as a woman on the Autism spectrum

- To request a free poster, contact the Committee on Disabilities on their [website](#)

Additional Resources

- [Hospital Readmission of Adolescents and Young Adults with Complex Chronic Disease](#) – published in JAMA in July 2019

- [The Next Steps to Improving Home Health Care for Children with Medical Complexity](#) – hosted by Lucile Packard Foundation for Children's Health
  - 10/23/19 form 12:30 – 1:30 CT

- [Long-Term Disaster Recovery Toolkit for Individuals with Disabilities](#) – addresses long-term recovery needs for individuals with disabilities in many areas, including housing, medical, and social support

- [Patient Portals and Primary Care: What Use of a Portal Could Mean for Your Patients](#) – Patient-Centered Primary Care Collaborative

Upcoming Meetings

- Transition to Adulthood Learning Collaborative
  - November 13, 12 pm – 1:30 pm CT

- Medical Home Learning Collaborative
  - January 15, 10 – 11:30 am CT

Thank you!

Please take the post-call survey. We value your feedback!

Erin.Thompson@dshs.Texas.gov